

Long Distance

Total Call International's Long Distance Services are designed to give the consumer the flexibility to choose a plan that best suits their long distance needs.

We have a team that is dedicated to ensuring that our connections deliver the highest quality of service while taking advantage of the best rates possible.

FACILITIES-BASED CARRIER

Our dedicated Network Operations team has the ability to monitor and control the **Quality of Service (QoS)** for every connection.

INTERNATIONAL TERMINATION NETWORK

Our ITN is interconnected with **multiple Tier 1** carriers providing complete international termination redundancy.

CUSTOMIZED NETWORK ROUTING

The ability to leverage our relationships with domestic and international carriers allows us to deliver the most **cost effective** and **stable** connections.

BACK OFFICE SUPPORT

Total Call International offers complete Back Office Support to take care of Customer Care, Provisioning, Billing, and Collections. We provide the support consumers need to ensure convenient, stable, quality service.

- Our **Multi-lingual** Customer Care Center is available **24 hours** a day, **7 days** a week.
- Our **Provisioning Department** ensures timely carrier switching.
- Our **Billing Department** focuses on both our agents and the consumers.
 - We provide Co-Branded statements to our agents.
 - Consumers have the option to receive their monthly statements via mail or online.
 - Online account management gives the Consumers access to review their statements and make payments online 24/7. Payment options include one-time credit card transactions and recurring automatic payment.
- Our experienced **Collections Department** is dedicated to minimizing liability.

As always, our Customer Care Center is available **24 hours** a day, **7 days** a week!